Information provision - Finland

Overview

Content updated and validated on: 9/09/2025

Relevant EU legislation

Finland is bound by EU legislation and has transposed relevant provisions through the Aliens Act | Ulkomaalaislaki, (30 April 2004) and further amendments.

National legislation

30/04/2004: Aliens Act | Ulkomaalaislaki, (30 April 2004)

Act on the Reception of Persons Applying for International Protection and on the Identification of and Assistance to Victims of Trafficking in Human Beings | Laki kansainvälistä suojelua hakevan vastaanotosta sekä ihmiskaupan uhrin tunnistamisesta ja auttamisesta | 746/2011 | Lainsäädäntö | Finlex

Competent authority and other stakeholders

Area/stage of the asylum procedure	Competent authority
Reception	Finnish Immigration Service | Maahanmuuttovirasto
Registration of application	Police | Poliisi The Finnish Border Guard | Rajavartiolaitos

© European Union Agency for Asylum, 2026. Reproduction is authorised, provided the source is acknowledged.

Area/stage of the asylum procedure	Competent authority
Lodging of application	Police | Poliisi The Finnish Border Guard | Rajavartiolaitos
Dublin procedure	Police | Poliisi The Finnish Border Guard | Rajavartiolaitos Finnish Immigration Service | Maahanmuuttovirasto
Assessment of application	Finnish Immigration Service | Maahanmuuttovirasto
Communication of first instance decision	Finnish Immigration Service | Maahanmuuttovirasto
Content of protection	Finnish Immigration Service | Maahanmuuttovirasto
Appeal procedure	Finnish Immigration Service | Maahanmuuttovirasto
Communication of second instance decision	Administrative Courts
Resettlement	Finnish Immigration Service | Maahanmuuttovirasto and the IOM

Provision of information in the asylum procedure

Access to procedure

According to Section 95a of the Aliens Act (amended by Law 426/2024), an asylum applicant must be informed about the asylum procedure and about his rights and obligations in the procedure.

© European Union Agency for Asylum, 2026. Reproduction is authorised, provided the source is acknowledged.

The asylum procedure is designed to combine the stages of making, registering and lodging an application into a single step. As a result, applicants are not provided with separate information about these stages or their timelines. Instead, they are given comprehensive details about the entire asylum procedure at the point of registration. At this stage, the police or border guard provide written brochures directly to the applicant. These brochures are developed by the Finnish Immigration Service and include essential details about the asylum procedure. If needed, the information is also explained orally to ensure that the applicant fully understands their rights and obligations.

At the border or in transit zones, information regarding the right to make an application is provided orally by police and border guards if they assess an arrival as someone who may need international protection (this information is only provided upon clear indication that the third-country national or stateless person at hand is a potential applicant).

Beyond this initial interaction, reception centres, which may be managed by either the Immigration Service or external service providers, continue to support applicants by offering procedural counselling. This counselling is delivered either individually or in group sessions, depending on the specific needs of the applicants. The info session is conducted based on a power point presentation and represents a tool for the reception centre staff to explain to an applicant the relevant topics in the asylum process. An interpreter is also present in the info session.

A short brochure which explains the asylum process in simple language enables the applicant to return to the information whenever s/he needs it. The info videos that are available on Youtube have the same benefit. The information brochures are available on the website of the Finnish Immigration Service. Applicants can independently watch videos (with audio and subtitles in various languages) about the asylum procedure.

The content covered in these materials is comprehensive and includes an overview of the entire asylum process and its stages. Applicants are informed about their rights and obligations during the process, including confidentiality requirements, their right to work and access to legal assistance, the possible consequences of not complying with his/her obligations and not cooperating with the authorities, the time-frame and the means at his/her disposal for submitting the elements needed to substantiate the application, and the consequences of an explicit or implicit withdrawal. Guidance is provided on what to do after receiving

© European Union Agency for Asylum, 2026. Reproduction is authorised, provided the source is acknowledged.

either a positive or negative decision, the procedure for submitting further clarifications and the right to appeal a decision. The material also details voluntary return options and includes explanations of the Dublin procedure, supplemented by national contact information.

Information on the asylum procedure and other relevant topics (such as ways to submit the application, asylum procedure, Dublin procedure and reception etc.) is available in 25 languages and accessible through the Finnish Immigration Service's web portal (adults) and via multiple brochures by topic.

Language accessibility is a key feature of the information provided. Written material are available in a wide range of languages, including Finnish, Swedish, English, Amhara, Arabic, Somali, Persian-Farsi, Dari, Russian, Sorani, Georgian, Kurmandzi, Pashtu, French and Turkish. Videos are available in English, Turkish, Somali, Russian, Persian-Farsi, Arabic, Dari and Finnish.

There are specific arrangements for various type of applicants and specialised material is also available for vulnerable applicants, for example is a dedicated material for children is available, explaining to them the asylum procedure. Unaccompanied minors receive a separate brochure that outlines the asylum procedure in a manner tailored to their needs. There is relevant information only to unaccompanied minors, such as on appointment of guardians, age assessment and tracking of parents. Unaccompanied minors are also given an information session at the reception centre. It is more important for children to have face to face discussions so that things can be explained more thoroughly.

For victims of human trafficking, specific information about assistance systems is provided during the substantive interview, with an offer to propose their case to these systems if appropriate. Additionally, a brochure about female genital mutilation (FGM) is distributed at reception centres to raise awareness and provide support.

For illiterate persons, there are the forementioned eight short videos in nine languages explaining the asylum process for illiterate applicants; the info session at the reception centres is useful too. Moreover, applicants can also address questions to the social workers for more information if needed during individual meetings.

For third-country nationals in detention, the information provision about the possibility of applying for international protection is more limited. These

© European Union Agency for Asylum, 2026. Reproduction is authorised, provided the source is acknowledged.

individuals are not proactively informed about their rights unless they are assessed as being in a vulnerable position or they explicitly ask for information. Once an application is made, however, they receive the same comprehensive information as other applicants.

Publicly available resources further support the dissemination of information. The Finnish Immigration Service provides access to brochures and publications on their official website.

More information is available here: Brochures and publications | Maahanmuuttovirasto, Information about the asylum process for adults 1 and Information about the asylum process for adults 2. Moreover, the Infofinland.fi website offers basic information on possibilities to seek asylum in Finland (available in 12 languages).

Information is also provided by civil society organisations, for example by the Finnish Refugee Advice Centre, Finnish Refugee Council and via the National Assistance System for Victims of Trafficking.

Dublin procedure

Applicants receive information on the application of the Dublin III Regulation at the point of making an asylum application. This is provided by the police or the Border Guard in a language understood by the applicant. Joint notices specifically prepared for this purpose include brochures such as "I have applied for asylum in the EU – which country will process my application?" and "I have been channelled to the Dublin procedure – what does that mean?" Unaccompanied minors are given a separate brochure entitled "Children seeking international protection. Information for unaccompanied minors who apply for international protection".

If a version of the brochure in the applicant's language is unavailable or the applicant is illiterate, the content is explained orally with the help of an interpreter. Oral communication is also used when necessary to ensure that the applicant fully understands the information, particularly in cases involving individuals with special needs. Should an applicant not receive this information from the police or at the border, the Finnish Immigration Service ensures during the personal Dublin interview that the applicant understands the relevant details about the procedure, through an interpreter if needed.

© European Union Agency for Asylum, 2026. Reproduction is authorised, provided the source is acknowledged.

In addition to asylum applicants, individuals residing without authorisation who are subject to the Dublin procedure also receive this information. During their personal interview with the Finnish Immigration Service, it is confirmed that they have understood the provided details about the Dublin process. Furthermore, any individual who receives a decision on a Dublin transfer will also be provided with instructions on accessing legal assistance and the possibility of an appeal in the same way as other decisions on asylum applications.

The responsibility for providing information about the Dublin procedure is shared. The police or Border Guard deliver initial information at the application and registration stages. Reception centres provide further guidance about the asylum procedure. Finally, the Finnish Immigration Service supplies additional details, including sending an invitation to the Dublin interview, during which applicants are asked whether they have already received the necessary information. If not, the information is reiterated orally during the interview.

The content of the information includes:

- An explanation of the Dublin regulation and its purpose.
- The applicant's rights and obligations during the Dublin procedure.
- The aim and structure of the personal interview.
- Practical instructions on how to prepare for and attend the interview.
- What happens during and after the Dublin interview.

The material used include brochures, such as those developed by the EUAA and client guidelines prepared by the Finnish Immigration Service for Dublin interviews. This material is complemented by oral explanations and videos detailing the asylum procedure, which include subtitles.

The languages available for the material include:

- EUAA brochures: Turkish, Spanish, English, Swedish, French, Kurmandzi, Finnish, Albanian, Somali, Russian, Armenian, Urdu, Sorani, Persian-Farsi, Arabic, Pashtu and Chinese.
- Dublin Interview Client Guidelines: Finnish, Swedish, English, Amharic, Arabic, Dari, Spanish, Georgian, Kurmandzi, Pashtu, Persian-Farsi, French, Rwandan, Sorani, Somali, Turkish and Russian.
- Videos: Arabic, Dari, English, Persian, Somali, Sorani, Finnish, Turkish and Russian.

© European Union Agency for Asylum, 2026. Reproduction is authorised, provided the source is acknowledged.

Targeted material is also provided to applicants with special needs. For unaccompanied minors, the EUAA brochure "Children applying for international protection" and specific Dublin interview instructions are available. These include detailed explanations tailored for minors, whether they are unaccompanied or applying with their families. Dublin interviews with minors may also be conducted by video to accommodate their circumstances.

Additional formats for the Dublin interviews include:

- In-person interviews at the Finnish Immigration Service.
- Interviews by video.
- Specific adaptations for unaccompanied minors and children applying with families.

For further reference and resources, the Finnish Immigration Service provides brochures and publications online.

- Dublin interview at the Finnish Immigration Service
- Dublin interview by video
- Dublin interview with an unaccompanied minor at the Finnish Immigration Service
- Dublin interview by video with an unaccompanied minor
- Dublin interview with a child applying with their family at the Finnish Immigration Service
- Dublin interview by video with a child applying with their family
- Applying for asylum in Finland (englanti) - YouTube
- Brochures and publications | Maahanmuuttovirasto

First instance determination

Applicants are informed about the possibility of an admissibility interview when the Finnish Immigration Service sends an invitation to a hearing or interview. This information is detailed in the Asylum Interview Client Guidelines for Dublin Hearings and Interviews, which explain the purpose and procedures of such interviews. If the applicant submits a subsequent application, the police orally inform the applicant during the submission process that they must state all reasons for seeking asylum, as the Finnish Immigration Service will assess whether the application will proceed to an examination or result in a decision of

© European Union Agency for Asylum, 2026. Reproduction is authorised, provided the source is acknowledged.

non-admissibility. If necessary, an admissibility interview is scheduled to evaluate these conditions. The Finnish Immigration Service provides written instructions for such cases, while the police convey the information orally during a subsequent application.

Applicants are informed about their personal interview upon making and registering their application: they receive written instructions outlining the interview procedures, supplemented by oral procedural counselling at the reception centres. These instructions are further clarified in the Finnish Immigration Service's written customer guidelines provided when an interview is scheduled. Applicants also have access to a video explaining the asylum interview process, which they can view independently. The scope of the information provided covers the purpose, aim and importance of the interview; procedural details; the rights and obligations of applicants during the interview; the role of any actors present; confidentiality measures; the availability of interpreters; and guidance on preparation. It also describes what will happen during the interview, the next steps after the interview and instructions for submitting further evidence.

When an interview is scheduled, the Finnish Immigration Service sends a formal written invitation, detailing the date and location. If the applicant requires additional clarification, reception centre staff assist in reviewing the invitation, often with the support of an interpreter.

After the interview, applicants are informed about the possibility of submitting additional evidence and the deadlines for doing so. This information is provided through several channels, including the Information for Asylum Seekers brochure distributed at registration, written customer instructions given with the interview invitation and oral explanations from the interviewer at various stages of the interview. Applicants are reminded at the conclusion of the interview that they may provide additional evidence within specified timeframes. To enhance accessibility, applicants receive a customer guide featuring a QR code linking to an online resource, After the Asylum Interview | Maahanmuuttovirasto, offering detailed instructions on submitting additional material and responding to information requests.

The next steps in the process are explained both during and after the interview. At the end of the interview, the interviewer provides a clear outline of the procedure moving forward, including the estimated processing timeline and until when applicants can submit further clarifications. Reception centre staff provide

© European Union Agency for Asylum, 2026. Reproduction is authorised, provided the source is acknowledged.

additional procedural advice, ensuring that applicants understand what to expect after the interview.

When a decision is made to grant protection status, beneficiaries are given written instructions explaining their rights and obligations. These include guidance on obtaining a residence permit card, travel documents and information about their right to work. They also receive instructions on transitioning to a municipality, applying for a foreigner's identity card and pursuing family reunification. Details about renewing residence permits, notifying authorities of any changes in contact information and applying for Finnish citizenship are included. Additionally, the instructions highlight conditions under which refugee or subsidiary protection status may end or be revoked.

If refugee status is granted, beneficiaries also receive specialised instructions on the income requirement for family reunification. Minors granted asylum or subsidiary protection receive tailored guidance specific to their circumstances.

In the event of a negative decision, applicants are provided with detailed written instructions explaining their options. These include information on their right to appeal, including a written notice of appeal provided alongside the decision. Instructions also cover their right to work, options for a voluntary return or enforced removal, the enforceability of the decision, reporting obligations and potential detention measures. Guidance is also provided on submitting subsequent applications and the cessation of reception services.

Legal assistance and representation

Applicants receive information about their right to consult, at their own cost, a legal adviser or other counsellor on matters relating to their application at all stages of the procedure at the registration and lodging stage of their asylum application, before and after the interview, and again after the decision is made. If, during the interview, the interviewer identifies that the applicant may have special procedural needs, the applicant is advised to seek legal assistance, and the reception centre is informed to provide additional support.

The police and Border Guard are responsible for providing this information in writing at the registration and lodging stage. If necessary, they also deliver the information orally to ensure understanding. Reception centres offer oral

© European Union Agency for Asylum, 2026. Reproduction is authorised, provided the source is acknowledged.

procedural counselling both before and after the interview to clarify any aspects of the process and address the applicant's needs. Additionally, the Finnish Immigration Service provides comprehensive written customer instructions prior to the interview, outlining the applicant’s rights, including their right to consult legal counsel. Further written instructions accompany the decision.

Resettlement and humanitarian admissions

During identification phase, the Finnish Immigration Service provides detailed written material to refugees who are identified for resettlement. This information is shared before the resettlement interview and is available in the languages spoken by the refugee. The material covers crucial aspects such as the resettlement process in Finland, including the logistics of the journey, the family reunification process and data protection. Refugees can also access a dedicated online resource, which contains extensive and accessible information about their future life in Finland, offering a wide range of resources tailored to various languages and needs.

Once refugees are selected for resettlement, they are further informed about the process through a resettlement interview conducted by the Finnish Immigration Service. This interview is designed to ensure that the applicants fully understand the next steps in the process. The Finnish Immigration Service explains what will happen next in terms of travel, arrival and resettlement.

After selection, refugees undergo a critical Pre-Departure Orientation (PDO), which is a 3-day intensive training held overseas. The PDO is organised by the IOM, but the Finnish Immigration Service has the overall responsibility. The training sessions cover a wide range of topics, including Finnish society and culture, rights, duties and responsibilities, practical information, language skills, employment, healthcare and education.

In addition to the face-to-face PDO training, refugees are also provided with self-study material, including a workbook available on the www.movingtofinland.fi website (available in nine languages). The material is available in multiple languages.

The Finnish Immigration Service provides written material on the resettlement process in Finland before the resettlement interview. Information on the family

© European Union Agency for Asylum, 2026. Reproduction is authorised, provided the source is acknowledged.

reunification process and data protection is provided in the languages used by the refugee.

After arriving in Finland, the refugees move directly to a municipality and the orientation continues in the municipality.

Upon arrival in Finland, refugees are transferred directly to a municipality, where they begin the integration process. The orientation does not stop at arrival but continues in the municipality, where refugees are welcomed and given further support to integrate into Finnish society. The Finnish Immigration Service ensures that the municipalities are well-prepared to assist the refugees, and they can make use of the website as a tool to provide ongoing support to the resettled refugees.

Local municipalities also have access to a wealth of information through the website, allowing them to help refugees access the services and support they need. Refugees can explore topics like housing, healthcare, education and social services in Finland.

All Finland info -videos (in Arabic, Kurmanji, Tigrinya, Swahili and in English) can be found here:

- https://migri.fi/en/videos-for-quota-refugees,
- Arabic YouTube,
- Kurdish bi zimanê kurdî Vîdyoyên ji bo penaberên ku di bernameya nişta cîhbûnê de diçin Fînlandyayê (kurmandži) – YouTube,
- Tigrinya □□□□ □□□□□ □□□□□□□ □□□□□□□ □□ □□□□□ □□□□□ □□□□□ □□□□□ (tigrinja) – YouTube,
- English Videos for the refugees moving to Finland in the resettlement program – YouTube and
- Congolese swahili kwa kiswahili Video kwa ajili ya wakimbizi waliochaguliwa kwenda kuishi huko Finland (kongon swahili) - YouTube.

The orientation programme training focuses on several key areas, such as rights and obligations, information on Finnish society and culture, services, duties and responsibilities, and essential information on education, employment health and social care, as well as Finnish language skills.

The orientation programme is delivered before departure, with the PDO training, and continues upon arrival in Finland. Refugees are supported throughout their integration journey, and the Finnish Immigration Service, in collaboration with the

© European Union Agency for Asylum, 2026. Reproduction is authorised, provided the source is acknowledged.

IOM, ensures that these training activities are carried out effectively.

Content of protection

Beneficiaries of protection receive detailed information on the rights and obligations associated with their protection status at various stages of the process. Once a decision is made about their residence permit, they are provided with written customer information alongside the decision.

This documentation includes key details such as:

- A recommendation to inform their legal counsel and reception centre employee immediately about the decision.
- Information about their residence permit card, travel document and foreigner's identity card.
- Rights related to work, family reunification and residence permit renewal.
- Information on notifying changed contact details when applying for an extended permit or travel document.
- Information on the possibility of ending or revoking their refugee or subsidiary protection status and how to apply for Finnish citizenship.

In addition to this, if the applicant is granted refugee status, separate instructions about income requirements for family reunification are provided. Asylum applicants who applied as minors receive tailored instructions if granted asylum or subsidiary protection.

After receiving the decision, beneficiaries of protection are invited to a meeting with the reception staff This meeting is crucial to inform them about the next steps and the available support services. During the session, beneficiaries receive information about:

- The process of moving to a municipality.
- Integration activities available to them, including housing support and applying for social insurance.
- Employment services and how to register for them, as detailed in the " Welcome to Finland" brochure, which is also enclosed with the decision.
- Social and health care services offered by the wellbeing services county.
- Integration and employment information.

© European Union Agency for Asylum, 2026. Reproduction is authorised, provided the source is acknowledged.

The reception centre provides oral briefings during the meeting, particularly about employment services, which are managed by the Ministry of Employment. The brochure "Welcome to Finland" covers a range of information on employment services, but the specific details about employment are provided by the employment services themselves.

Information about education is typically provided in the reception phase. Since all children have the right to go to school upon arrival, beneficiaries of protection are informed early about their children's educational rights. Additionally, information about adult education is shared, as asylum seekers have the right to freely pursue educational opportunities. Further support is available from municipalities and employment services, including integration courses designed to support language acquisition and cultural orientation.

Beneficiaries of protection are informed about the healthcare services, including how to access them. This information is communicated during the reception phase and includes details on how to obtain medical care, register with healthcare providers and understand their entitlements under Finnish health policies.

Since a residence permit is issued alongside the decision on international protection, there is no need for additional information on obtaining a residence permit. The instructions provided with the decision are comprehensive and cover all aspects of the residence process.

Provision of information in reception

Reception conditions

Upon arrival at a reception centre, applicants are provided with essential information on their rights, obligations and reception conditions. This is typically delivered through a group information session conducted within 2 weeks of registration. These sessions are led by reception centre staff and aim to ensure applicants have a comprehensive understanding of the reception centre and available services.

During the session, applicants are informed about the facilities and operations of the reception centre, material conditions provided and their rights and responsibilities while residing there. The session also covers the range of services

© European Union Agency for Asylum, 2026. Reproduction is authorised, provided the source is acknowledged.

available to them, such as access to schooling for children, healthcare and safety protocols.

The Finnish Immigration Service develops the foundational material for these information sessions, ensuring consistency and accuracy across centres. However, individual reception centres can tailor the material, incorporating specific details about their own facilities and local services. The sessions are delivered orally and are supported by PowerPoint presentations, which are prepared in Finnish for reception centre staff, while interpreters are available to translate into the applicant's native language or the language they understand.

Special attention is given to applicants with special needs. For unaccompanied minors, information material has been tailored to address their specific circumstances. These materials are also presented as part of guided sessions conducted by reception centre staff.

Applicants are also provided with information about organisations which offer legal assistance and representation.

Daily life in a reception centre | Maahanmuuttovirasto

In detention

Section 5 of the Act on the Treatment of Aliens Placed in Detention and Detention Units specifies the provision of information on rights and obligations, and stipulates that a detained foreigner must, without delay, be notified of the detention arrangements, rights and obligations as well as the rules of the detention unit.

Section 5(3) of the Act on the Treatment of Aliens Placed in Detention and Detention Units also provides for the obligation of the detention unit to give the detained foreigner the necessary information and to ensure interpretation, if needed, if the detainee wants to lodge an application for international protection.

Third-country nationals in detention are informed about the reason for their detention and the procedures for challenging the detention order by the police or the Border Guard. This information is provided at the time the detainee is informed about the detention order. The detention order includes a clear explanation of the grounds for detention and outlines the process for contesting

© European Union Agency for Asylum, 2026. Reproduction is authorised, provided the source is acknowledged.

the decision.

Upon arrival at the detention facility, detainees participate in an information session organised by the detention unit staff. During this session, they are provided with details about their rights and obligations while in detention. This includes an overview of the rules of order and general information about these rules, as well as practical information about the services available in the detention centre. Topics covered include daily practices, such as meal schedules, access to healthcare, outdoor time, financial matters, and well-being support.

Additionally, detainees are informed about how to access legal aid and other forms of assistance.

The information session is conducted in a language that the detainee understands, with interpretation services provided as needed. In addition to the verbal explanation, the rules of order are also given to detainees in writing. The detainee must confirm by signature that this information has been received.

© European Union Agency for Asylum, 2026. Reproduction is authorised, provided the source is acknowledged.